

STATEMENT OF WORK

Requisition #: 291622

Title: On-Site Information Technology (IT) Support Services

Revision Number: 0

Date: July 19, 2016

1.0 Objective

As a prime contractor to the U.S. Department of Energy, Washington River Protection Solutions, LLC (WRPS) is preparing a safe and effective system/process for retrieval and movement of tank waste feed materials to the waste treatment plants. WRPS is also deploying and implementing several technologies to safely, efficiently, and effectively retrieve Single Shell Tank waste for transfer to the safer Double-Shell Tanks. From time to time, WRPS requires various information technology services to execute its Tank Operations Contractor (TOC) responsibilities.

This work is to provide onsite administrative functions or IT support services to supplement WRPS staff through peak workloads. The individual(s) performing the work are subject to controls, processes and procedures established by Tank Operating Contractor. No hands-on field work activities will be performed.

2.0 Background/Introduction

WRPS operates and manages the 200 Area Tank Farm facilities for the United States Department of Energy, Office of River Protection (DOE-ORP). The TOC mission also includes the development, implementation and maintenance of reliable and innovative software and technology solutions. TOC software applications are considered government owned, and support mission business transactional systems, environmental systems, safety and security systems, infrastructure systems, administrative systems, and other project specific systems. These systems include custom developed applications as well as commercial off-the-shelf (COTS) applications. Occasionally, WRPS requires a subcontractor to provide information technology (IT) personnel to support and assist in IT and Information Management (IM) activities.

Typical areas of support include:

- Software Quality Assurance planning, communication, and documentation
- Software development activities
- IT change management
- IM Assessments
- Technical staff to support system administration and configuration management.

3.0 Scope

The Subcontractor shall provide technically qualified labor on an as-needed basis for planned and emerging work activities. Personnel provided shall work in WRPS facilities, use equipment provided, and be given day-to-day direction by WRPS management.

Experience level/qualifications of the various labor categories for each IT Services Support area are contained in Attachment 1, IT Services Labor Categories.

Access to the Hanford Local Area Network for the purpose of access to WRPS procedures and documents will be provided by WRPS.

4.0 Submittals

The Subcontractor shall provide information technology staff as needs are identified by WRPS (see example Attachment 2, Staff Augmentation Request Form.

5.0 Acceptance Criteria

Work products and services provided must meet established applicable TOC procedures for control and review of work products.

Subcontractor personnel provided under this subcontract shall possess the qualifications, certifications and any other attributes required to complete assigned work.

6.0 Configuration Management and Standards

6.1 Configuration Management Requirements

There are no specific Configuration Management requirements applicable to this SOW.

6.2 Applicable Standards

Subcontractor personnel are expected at a minimum to have a general knowledge of nationally recognized information technology standards and Hanford Site applicable standards.

7.0 ESH&Q Requirements

7.1 Quality Assurance Requirements

Staff supplied by the Subcontractor shall work to the WRPS QA program, TFC-PLN-02, "Quality Assurance Program Description."

7.2 Special ESH&Q Requirements

On Site Work Provisions apply to this SOW. Preliminary hazard assessment PHA ID: 31 is to be used for general office duties performed in TOC-controlled office facilities and/or other administrative facilities only. Prior to performing any activities outside of the office facility, a job hazard analysis (JHA) must be completed to cover the activities to be performed. The JHA must be approved by a TOC Safety Representative.

7.3 Price-Anderson Amendments Act Requirements

This 7.3 section and the General Provisions Article 2.11 entitled, *Price-Anderson Amendments Act (PAAA)*, are both determined to be *not applicable*.

8.0 Verification/Hold Points

There are no verification / hold points applicable to this SOW.

9.0 Reserved

10.0 Work Location/Potential Access Requirements

WRPS will designate the work location and work schedule at the time a subcontract release is issued. It is expected that Subcontractor personnel shall be primarily located in an office in the 200E Area, unless otherwise specified, and may be required to make periodic visits to other Hanford Site locations to support WRPS work (i.e., 3170 George Washington Way, HAMMER, Cold Test Facility [CTF], 200 West Area, 600 Area, 222-S Laboratory, etc.)

Work schedules and facility operations are not consistent on the Hanford Site. WRPS may require Subcontractor personnel to work alternate work schedules including shift work other than a standard 4x10 work week. WRPS will not be subject to any additional costs which result from Subcontractor's assignment to an alternate work schedule.

11.0 Training

The Subcontractor is expected to provide appropriately trained and qualified staff to perform the type of work specified. This shall include necessary expertise and training including necessary continuing training programs to assure the technical staff maintains current understanding of laws, requirements, and industry standards. The Subcontractor shall maintain company and regulatory required certifications and qualifications for personnel. Subcontractor staff required to be on site supporting this task shall at a minimum, successfully complete Hanford General Employee Training (HGET) and obtain a site badge.

If Hanford Site specific training is required as a prerequisite to the Subcontractor starting work, the Subcontractor shall be responsible for all wages of their employees while attending the prerequisite training. WRPS will schedule and furnish Hanford Site-specific training courses at no additional cost to the Subcontractor.

The Subcontractor shall be responsible for all costs associated with training and/or continuing education for Subcontractor employees that are not Hanford-specific training courses (e.g. commercially available training for certifications, etc.).

12.0 Qualifications

At a minimum, the Subcontractor shall have qualified staff to perform all aspects of the work provided. Individuals' resume(s) submitted for consideration for performing work under this contract will be reviewed. Personnel performing this work shall have the education, training, experience, qualification and certification associated to the applicable labor category (see Attachment 1). Documentation of personnel certification shall be provided upon request. Background checks and work history may be verified by WRPS.

13.0 Special Requirements

Hanford Site Access

Performance of onsite work in other than administrative facilities (such as 2750E/2704HV) shall require authorization from a WRPS Manager prior to accessing non administrative tank farm controlled facilities. Subcontractor staff must be able to obtain and shall wear the buyer-issued security badge while working onsite.

Use of Government Vehicles

One or more Subcontractor employees may have access to Government-furnished vehicles while performing this statement of work. Prior to utilization of Government-furnished vehicles the Subcontractor will present the employee(s) original valid driver's license to the BTR for review.

Government Property

With the exception of the items addressed below, the Subcontractor will not be provided any Government-owned property.

Personal Protective Equipment

When required by WRPS to perform work duties, WRPS will provide Subcontractor personnel with the appropriate Personal Protective Equipment (PPE) such as hard hats and non-prescription safety glasses/goggles. The Subcontractor shall be responsible for providing any personal-wear items such as prescription safety glasses, inclement weather clothing, and footwear appropriate for work locations(s) (e.g. ankle top leather/steel-toed boots) required for meeting WRPS safety requirements.

Cellular Telephones

Subcontractor shall provide Subcontractor employees with a cellular telephone. Any charges for cellular telephone use shall be borne by the Subcontractor and not billed directly to WRPS under the Subcontract.

14.0 Reporting/Administration

For each individual task (release), WRPS will provide specific details as to the specific information technology service required, where the work is to be performed, and applicable schedule for this task. The Subcontractor shall invoice costs monthly to each specific release. If requested by BTR, the Subcontractor shall provide reports to document tasks completed and any events encountered.

15.0 Workplace Substance Abuse Program Requirements

A Workplace Substance Abuse Program is not required for this SOW.

**On-Site Information Technology (IT) Services
Attachment 1**

Labor Category	Experience Level/Qualifications
IT Project Manager	Minimum Qualifications: Bachelor's Degree in Information Management or related discipline and 5+ years' related experience. A certification from an accredited project management firm such as the Project Management Institute is desired with demonstrated knowledge in the use of earned value management system (EVMS) techniques.
Senior IT Project Manager	Minimum Qualifications: Bachelor's Degree in Information Management or related discipline and 10+ years' related experience in Information Management in a project management capacity including all aspects of process development and execution. Must have previous senior-level experience in defining project objectives, developing project plans, overseeing quality control throughout the project life-cycle, organizing project schedule, directing task assignments, and coordinating the efforts of multiple teams in order to deliver projects according to plan. A certification from an accredited project management firm is desired with demonstrated knowledge in the use of earned value management system (EVMS) techniques.
IT Project Support/Project Specialist	Minimum Qualifications: Bachelor's Degree in Information Management or related discipline and 4+ years' related experience or an equivalent combination of education and experience. Knowledgeable in Microsoft Word and Excel.

Software Quality Assurance Specialist	<p>Minimum Qualifications: Bachelor's Degree relating to computers (management information systems, computer science, etc.) and 3+ years' of experience in software quality assurance, software development, including the software lifecycle and systems analysis.</p> <p>Additionally, must have extensive knowledge of Software methodologies, Verification and Validation processes, and demonstrated experience in different software development stages, including the formation/preparation of formal documentation. Must have familiarity with IEEE Standards for developing software, ASME NQA-1 and DOE Order 414.1D. Experience with the DOE SQA program, creating test plans and scripts, and conducting acceptance testing is highly desirable.</p>
Entry-level Programmer	<p>Minimum Qualifications: Bachelor's Degree in Computer Science or related discipline plus 0-3 years' experience in software development. Familiar with current software quality assurance standards, software configuration management process, software and database design. Proficient with languages described in Section 3.0, "Scope".</p>
Programmer	<p>Minimum Qualifications: Bachelor's Degree in Computer Science or related discipline plus 4-10 years' experience in software development. Familiar with current software quality assurance standards, software configuration management process, software and database design. Proficient with languages described in Section 3.0, "Scope".</p>
Senior Programmer	<p>Minimum Qualifications: Bachelor's Degree in Computer Science or related discipline plus 10+ years' experience in software development. Familiar with current software quality assurance standards, software configuration management process, software and database design. Proficient with languages described in Section 3.0, "Scope".</p>
Database Administrator	<p>Minimum Qualifications: Bachelor's Degree in Computer Science or related discipline plus 5+ years' experience in database management on MS-SQL and/or Oracle. Experience with database configuration management process, performance management, and database design.</p>
Business/Computer Systems Analyst	<p>Minimum Qualifications: Bachelor's Degree in Computer Science, Business or related discipline plus 0-5 years' experience, or an equivalent combination of education and experience.</p>
Senior Business/Computer Systems Analyst	<p>Minimum Qualifications: Bachelor's Degree in Computer Science, Business or related discipline plus 5+ years' experience, or an equivalent combination of education and experience.</p>

Software Analyst	Minimum Qualifications: Bachelor's Degree in Computer Science or related discipline plus 2-5 years' experience in software development. Familiar with current software quality assurance standards, software configuration management process, software and database design. Proficient with C#, SQL, JavaScript, HTML, and CSS.
Senior Software Analyst	Minimum Qualifications: Bachelor's Degree in Computer Science or related discipline plus 5+ years' experience in software development. Familiar with current software quality assurance standards, software configuration management process, software and database design. Proficient with C#, SQL, JavaScript, HTML, and CSS.
Web Designer	Minimum Qualifications: Bachelor's Degree in Computer Science or related discipline plus 1-3 years' experience, or equivalent combination of education and experience in IT field.
Cyber Security Analyst	Minimum Qualifications: Bachelor's Degree in Computer Science or related discipline plus 5+ years' experience in computer systems security. CISSP preferred.

**On-Site Information Technology (IT) Services
STAFF AUGMENTATION REQUEST
Attachment 2**

Requisition Number _____ **Position Title:** _____

Reporting Manager: _____ **Phone Number:** _____

Select the Type of IT Personnel :

<u>LABOR CATEGORY</u>	
<input type="checkbox"/> IT Project Manager – Project Manager	<input type="checkbox"/> Business/Computer Systems Analyst
<input type="checkbox"/> IT Project Manager – Senior Project Manager	<input type="checkbox"/> Senior Business/Computer Systems Analyst
<input type="checkbox"/> IT Project Support/Project Specialist	<input type="checkbox"/> Software Analyst
<input type="checkbox"/> Software Quality Assurance Specialist	<input type="checkbox"/> Senior Software Analyst
<input type="checkbox"/> Entry-Level Programmer	<input type="checkbox"/> Web Designer
<input type="checkbox"/> Programmer	<input type="checkbox"/> Cyber Security Analyst
<input type="checkbox"/> Senior Programmer	
<input type="checkbox"/> Database Administrator	

Level One Manager: _____ **Cost Center:** _____

Cost Account Manager: _____ **Financial Analyst:** _____

Start Date: _____ **Completion Date:** _____

Primary/Overhead CACN* _____ **Authorized Hours:** _____

Primary Location: _____ **Work Schedule:** ☐ 4x10 **Other:** _____

Scope:

Required Qualifications (From BMA):

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Preferred Qualifications:

Special Requirements:

No special requirements needed.

NOTE: When required by WRPS to perform work duties, WRPS will provide subcontractor personnel with the appropriate Personal Protective Equipment (PPE) such as hard hats and non-prescription safety glasses/goggles. The Subcontractor shall be responsible for providing any personal-wear items such as prescription safety glasses, inclement weather clothing, and footwear appropriate for work locations(s) (e.g. ankle top leather/steel-toed boots) required for meeting WRPS safety requirements.

BTR Processing Requisition Brad Hasty **Phone Number** _____